

100

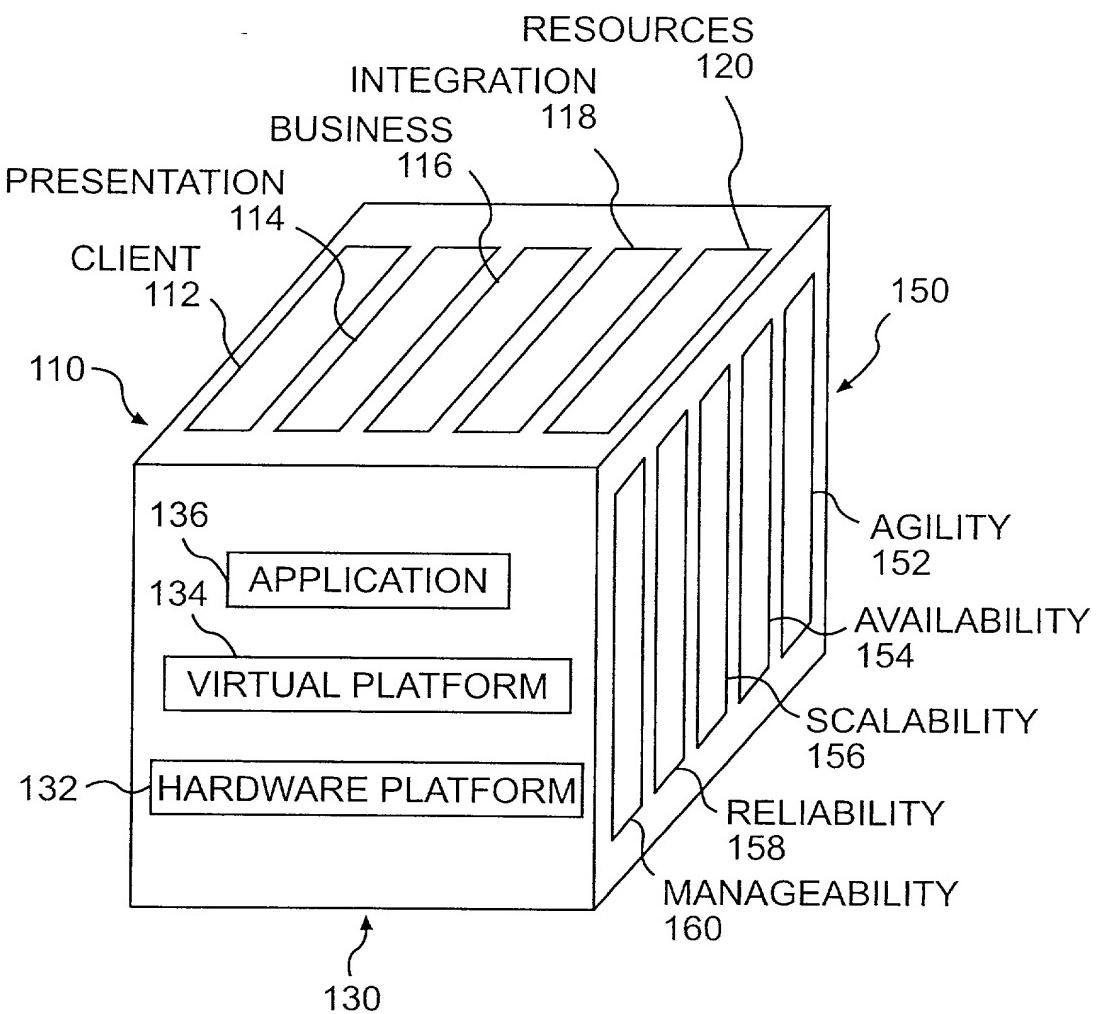


FIG. 1

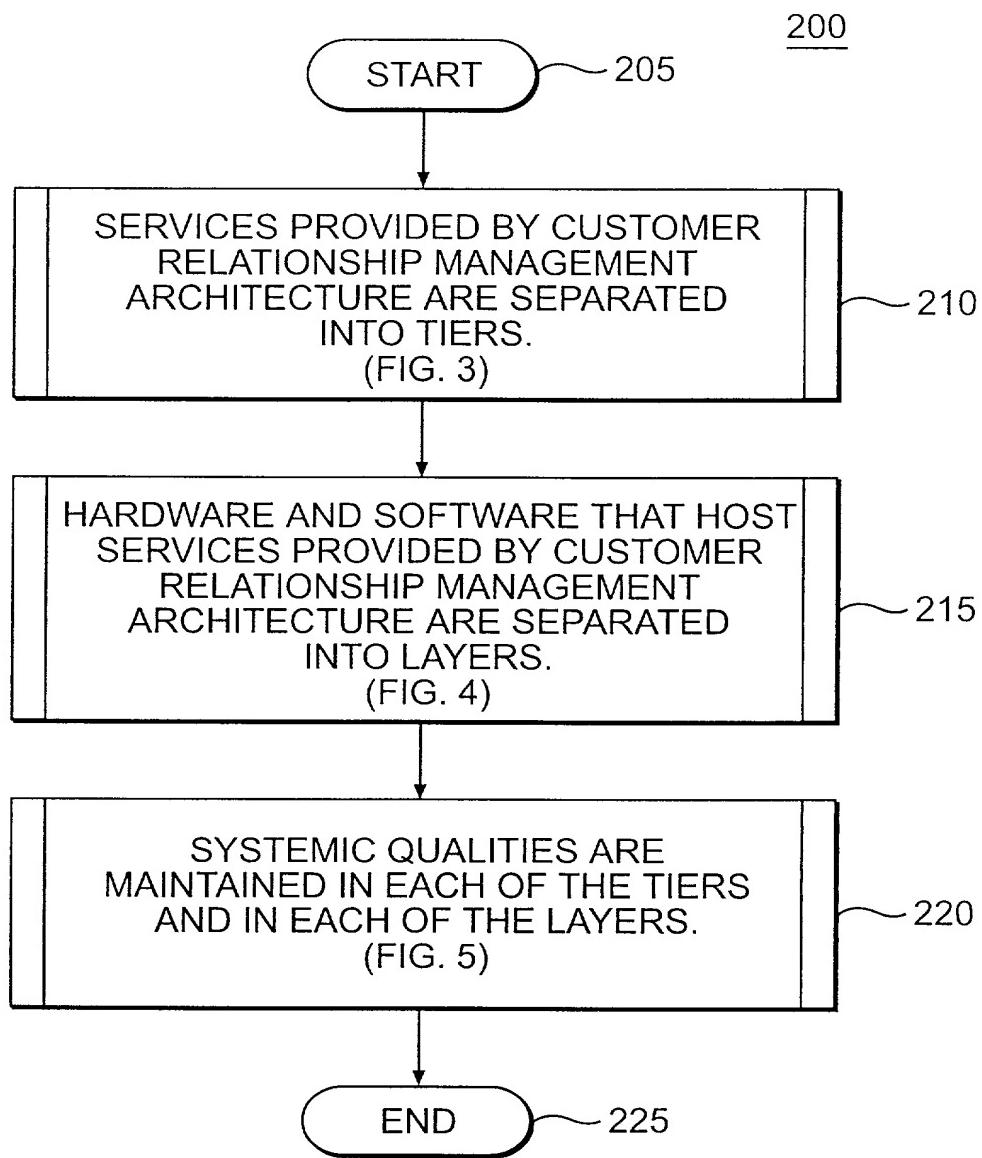


FIG. 2

210

START ~305

A PORTION OF THE SERVICES PROVIDED
BY CUSTOMER RELATIONSHIP
MANAGEMENT ARCHITECTURE ARE
SEPARATED INTO CLIENT
SERVICES TIER.

~310

A PORTION OF THE SERVICES PROVIDED
BY CUSTOMER RELATIONSHIP
MANAGEMENT ARCHITECTURE ARE
SEPARATED INTO PRESENTATION
SERVICES TIER.

~315

A PORTION OF THE SERVICES PROVIDED
BY CUSTOMER RELATIONSHIP
MANAGEMENT ARCHITECTURE ARE
SEPARATED INTO BUSINESS
SERVICES TIER.

~320

A PORTION OF THE SERVICES PROVIDED
BY CUSTOMER RELATIONSHIP
MANAGEMENT ARCHITECTURE ARE
SEPARATED INTO INTEGRATION
SERVICES TIER.

~325

A PORTION OF THE SERVICES PROVIDED
BY CUSTOMER RELATIONSHIP
MANAGEMENT ARCHITECTURE ARE
SEPARATED INTO RESOURCES
SERVICES TIER.

~330

RETURN TO STAGE 215
(FIG. 2)

~335

FIG. 3

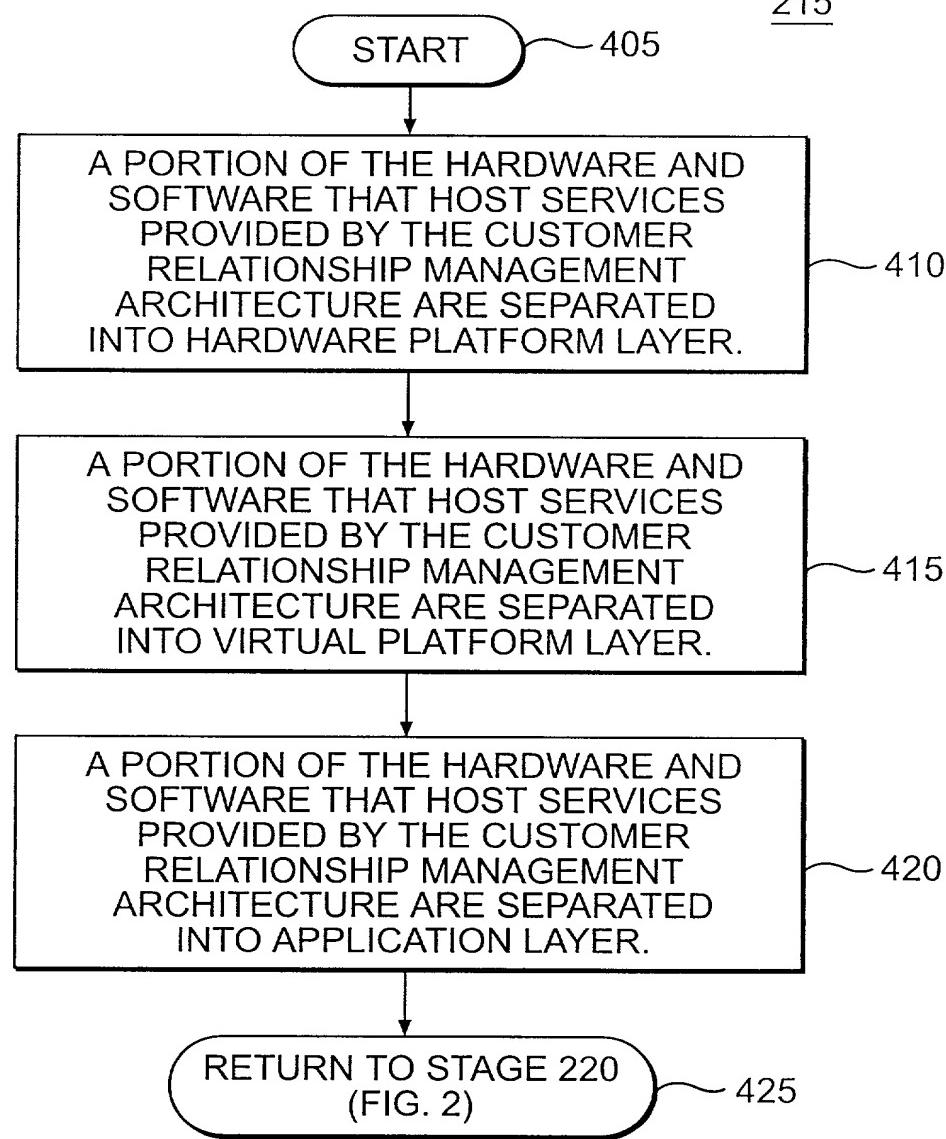


FIG. 4

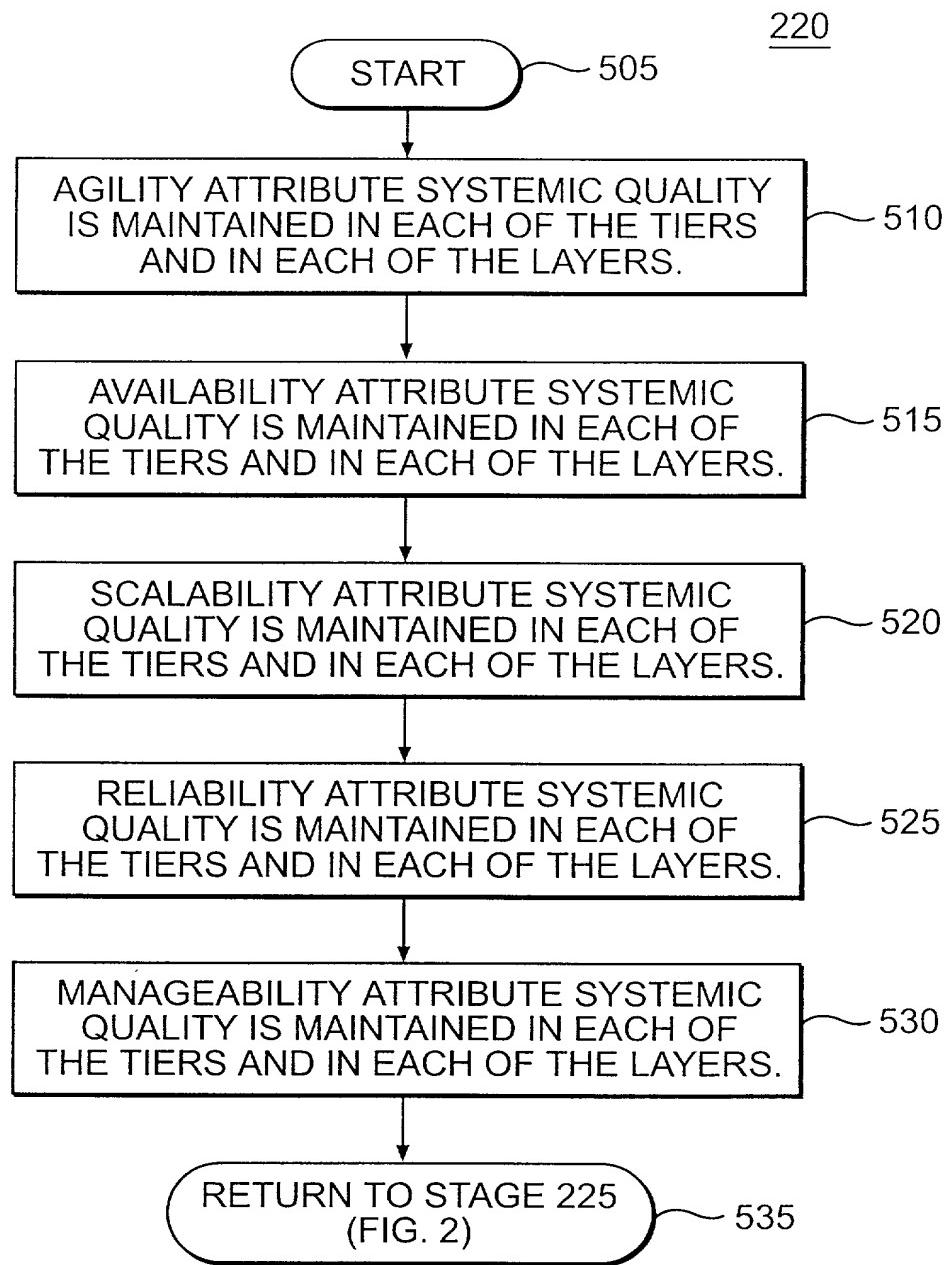


FIG. 5